

Advancement Services Coordinator
National Veterans Memorial and Museum (NVMM)

The National Veterans Memorial and Museum (NVMM) in Columbus, Ohio represents a national initiative of profound importance for our nation's 20+ million living Veterans. There was previously no single monument or museum dedicated to the veteran's experience in the U.S. until today. With 30,000 square feet available for exhibit space, this new institution celebrates the service and honors the sacrifice of Veterans throughout history. Envisioned by the late Senator John Glenn (1921-2016), Colonel, USMC (Retired) as a gathering place for Veterans across the country, the museum opened to the public on October 27, 2018. NVMM presents the Veteran experience through the lens of personal stories and life-changing experiences from which visitors will be inspired to learn more about our country's history and actively engage in their own communities as informed citizens.

The NVMM seeks an Advancement Services Coordinator that possesses the skills to perform gift processing as well as maintain data services. The candidate must be able to coordinate all aspects of the donor acknowledgment process for all members, donors, corporations and foundations. The candidate must also possess the skills to develop and run reports that analyze giving history, trends and prospect moves-management. The Advancement Services Coordinator reports to the Senior Advancement Officer within the Advancement Office.

ESSENTIAL DUTIES:

- Coordinate the donor-thank-you-letter program across all National Veterans Memorial and Museum donors and sponsors including drafting letters, periodically updating messaging, and coordinating vendor logistics for any necessary outside printing. Additionally, prepare and update cultivation and solicitation materials and letters as needed.
- Assist the Membership and Recognition Coordinator in producing personalized stewardship materials for time sensitive membership gifts.
- Draft tailored, personalized, donor correspondence including congratulatory wishes, condolences, apologies and special requests as needed.
- Prepare, produce and distribute Advancement impact reports including unrestricted, endowed and restricted annual funds.
- Maintain and update constituent records in CRM system including demographic information, contact information, donor information and organization/foundation information
- For Advancement Events
 - Support staff in the creation of timely pre- and post-event stewardship of event donors and attendees.
 - Monitor event invitation processes and RSVPs.
 - Collect data, draft, and distribute post-event surveys, and summarize event results for internal review.

- Assist Advancement staff with membership material fulfillment during high volume periods.
- Support and participate in data services projects related to special or timely membership maintenance.
- Audit, code, delete and adjust advancement records and anonymity reports.
- Periodically participate in large-scale data entry projects.
- Adhere to confidentiality and data usage policy for the division.
- Special projects and related duties as assigned.

This position requires a high level of commitment and enthusiasm. Due to evening events and programs, the incumbent must be willing to work extended hours as needed.

QUALIFICATIONS

EDUCATION: Bachelor's degree and minimum of two years of experience in development, advancement relations, communications or marketing in a non-profit setting. The candidate must also have a collaborative professional philosophy, recognizing that this position is integral to the achievement of the goals and objectives of the Advancement Office and the organization.

KNOWLEDGE, SKILLS AND ABILITIES

COMMUNICATIONS SKILLS: Ability to communicate clearly, concisely and professionally both orally and in writing. Strong interpersonal skills a must.

PLANNING AND ORGANIZATION: Ability to manage several projects simultaneously, prioritize and plan work activities while meeting established deadlines. Strong organizational and time-management skills.

ANALYTICAL AND PRESENTATION SKILLS: Ability to evaluate, interpret, and present complex information effectively in professionally prepared documents or presentations. Must possess a demonstrated attention to detail in order to achieve a high degree of accuracy.

TECHNICAL SKILLS: Proficient in the use of administrative systems software, such as Blackbaud, Raiser's Edge, Colleague, Constant Contact, etc. Proficient with Microsoft Office suite, especially Excel, Word and PowerPoint.

LEARNING AGILITY: Independent and innovative self-starter who displays an ability to learn quickly and easily adapts to changing situations. Experience researching topics to gain knowledge and understanding when information gaps exist.

TEAMWORK: Ability to collaborate effectively with colleagues within the division and other units to gain full understanding of the project and the desired outcome; ability to produce high quality and consistent results with assistance of team members; provide support to teammates involved in complex and special projects requiring additional resources and specific expertise.

NVMM Application Process

The National Veterans Memorial and Museum offers a competitive salary and a comprehensive package of benefits.

For consideration, please email a cover letter, resume, and salary history to jobs@nationalvmm.org. Please be sure to include the title of the position, Advancement Services Coordinator, in the subject of the email. No phone calls will be accepted. Only those candidates selected for an interview will be contacted.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

NVMM is an equal opportunity employer and does not discriminate against any applicant for employment or any employee because of age, color sex, disability, national origin, race, religion or military veteran status.